


Libraries Consultation

Have your say on the future of Staffordshire's county council managed libraries.

We want to work with communities to continue to transform libraries in Staffordshire so they can better support people now and for years to come.

We are proposing a number of ways this may happen and want to hear people's views.



**Let's Talk Libraries
Staffordshire**

Deadline for you to have your say:

Midnight Sunday 1st April

www.staffordshire.gov.uk/connectedlibraries

Our journey so far

Over the last three years, Staffordshire's Library Service has changed considerably following consultation with library users, library staff and the wider public.

The way in which people are using libraries continues to change. The internet, for example, makes it easier for people to access information or download books to read and increasingly people are doing this.

Consequently the 20 county council Managed and Delivered Libraries in Staffordshire must continue to evolve to meet people's changing needs and expectations.

We also need to make savings and find new ways of working. The county council's income is reducing while demand for our key services, such as social care for the most vulnerable, continues to increase.

The purpose of this consultation is to hear your views and comments on our proposals for how the 20 county council Managed and Delivered Libraries could operate in the future.

We remain committed to keeping our libraries open and flexible, and through this consultation we want to discuss our ideas with communities and individuals to find the best ways to do this within the budget we have available.

Our ideas do not represent sweeping changes to the library service, but they are suggestions that enable libraries to remain sustainable and relevant to people's lives into the future.

Ideas include using technology to extend opening hours with an automated service, working with communities to increase the number of community managed libraries and reviewing how the mobile and travelling library service is used.

How the consultation will work

By taking part in the consultation you are helping to shape the final proposals that will be considered by the county council's Cabinet in 2018. The consultation will begin on Monday 8th January 2018 and will end at midnight on Sunday 1st April 2018.

You can take part by either:

- Completing the online survey at www.staffordshire.gov.uk/connectedlibraries
Filling the survey in online helps us to reduce costs.
- Completing this paper copy and returning it to the address on the back of this document or to any Staffordshire library.
- Attending a consultation event to tell a member of staff what you think.
- Emailing your comments to connectedlibraries@staffordshire.gov.uk

What is happening and why – the background to this consultation

Libraries across Staffordshire continue to be the hubs of local communities, providing access to books and information as well as a range of different activities and services.

Over the last three years we have reshaped the library service in Staffordshire to respond to changing customer habits and expectations, and enormous budget pressures.

Whilst many other local authorities were closing libraries, the county council took an ambitious approach to transforming the service to be more flexible in meeting people's needs and more sustainable into the future. This approach was based on an extensive consultation with members of the public, service users, partners and stakeholders.

As a result, all 43 of our libraries remain open – 20 libraries continue to be managed and delivered by Staffordshire County Council and 23 libraries are, or will be, managed by the community by April 2018.

'Community Managed and Delivered Libraries' are where community or voluntary groups are responsible for their local library. Library members can continue to borrow library books and use IT or free Wi-Fi at these libraries, and the community group can use the rest of the library space to offer access to services that the community wants and needs. The county council remains responsible for agreed costs (paid at existing levels), including utility costs and building maintenance. Volunteers within Community Managed libraries across the county make a huge difference at their local libraries which continue to flourish.

There are also more volunteers than ever before in libraries. Over 700 volunteers have now given 62,209 hours of their time and are making a real difference to their community and Staffordshire as a whole.



The challenge ahead

Remaining relevant to communities continues to be a significant challenge in an age when more and more people are going online to read, find out information and even socialise.

In libraries across the country, visits, issues and the numbers of new library members continue to fall.

Use of Staffordshire County Council Managed and Delivered Libraries in 2016 - 2017



At the same time, pressure on budgets has never been greater. Although the county council has reduced costs by almost £200m over the last seven years, our central government grant will fall to zero by 2020/21, at a time when the support we provide, especially for the most vulnerable people in our community, has never been in more demand.

As a result, the county council needs to focus more of its limited resources on care. The county council will spend £310m on care in 2018/19, which is more than ever before. That means that we need to find new ways of working, and make savings across the 20 county council Managed and Delivered Libraries, and encourage more support from the community to keep libraries open, flexible and relevant to people's lives into the future.

Through this consultation we would like to hear people's views on our initial ideas to:

- introduce **'self-service' technology** to appropriate county council Managed and Delivered Libraries to maintain and potentially extend library hours.
- **increase the number of volunteers** in county council Managed and Delivered Libraries to work alongside paid staff.
- support four county council Managed and Delivered Libraries to become more flexible by **becoming Community Managed and Delivered Libraries**.
- reduce the number of stops the Mobile and Travelling Library Service makes so that we have the resource to continue to visit the those communities that need and use the service the most.

We also want to hear people's ideas for other ways we can keep libraries open and flexible to people's needs.

The 20 county council Managed and Delivered Libraries are:

Biddulph, Burntwood, Burton, Cannock, Clayton, Cheadle, Codsall, Eccleshall, Kidsgrove, Leek, Lichfield, Newcastle, Penkridge, Perton, Rugeley, Stafford, Stone, Tamworth, Uttoxeter, Wombourne

More information about our proposals

Proposal 1: Introducing 'self-service' technology - open when we're closed

In a library with self-service technology - the library would be staffed for a core period of the day, for example 10am to 5pm. After a short induction session, members of the library could also access the building during certain periods outside of those hours, for instance from 8am to 10am and from 5pm to 8pm.

This would mean that the library would be accessible for longer.

During the hours when the library is accessible but not staffed, you would be able to access your library in safety and comfort through the extra support in place, including CCTV monitoring, a dedicated phone helpline and easy to use self-service kiosks to borrow and return items.

Although there may be some reduction in the hours that paid staff would be working, we would encourage more volunteers to

support members of the public and more libraries would be available 'out of hours.'

This way of keeping libraries open for longer has been successfully implemented in a number of different areas across the country, including Peterborough and Leicestershire, where members of public have embraced the flexibility that the new system offers.

What we are proposing

As part of the consultation we will explore which county council Managed and Delivered Libraries could have self-service technology and be more responsive to people's lives. 'Self-service' may be more appropriate at some libraries than others and we want to explore that through the consultation with you.



Proposal 2:

Volunteer support libraries - more volunteers across county council Managed and Delivered Libraries

We now have over 784 volunteers working alongside library staff in libraries across Staffordshire. Our volunteers play a vital role in supporting the staff at the 20 county council Managed Libraries and are responsible for 23 Community Managed Libraries, where they manage and deliver the library service directly.

When people volunteer, they not only help more people to access reading and information, but they also help to bring people and communities together.

When this happens, communities feel connected and become stronger and are empowered to tackle local issues in their community. That means better communities for everyone.

We want to recruit more volunteers and explore what would encourage more people to volunteer alongside paid-staff at county council Managed and Delivered Libraries through this consultation.



Proposal 3: More Community Managed Libraries

By April 2018, 23 libraries will be managed and delivered by community groups.

These libraries are a realisation of a vision we share with communities for libraries not just to 'survive,' but flourish.

As well as delivering the library service, these community groups use their knowledge of the local community to offer relevant services – providing a more flexible and revitalised library that helps to bring people together.

There are 3 different types of Community Managed Library in Staffordshire:

- where existing groups have taken on the responsibility for the Library e.g. Rising Brook Baptist Church who manage Rising Brook Library
- where newly formed groups have taken on the responsibility for the Library e.g. Shenstone Community Library
- where they are managed by South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT)

The success of Community Managed Libraries is evidenced by far more than just the ability for people to continue access library services.

Although Silverdale Community Managed Library, for example, has seen a rise in issues, visits and new members, the community also benefits from a number of new groups, including new Baby Bounce and Rhyme sessions for families. Many libraries also offer access to other services that support families and prevent loneliness.

Werrington Library has now been transformed into the first Library and Wellbeing Centre in the country and has received huge support from the community.

As well as a library service, the Werrington Community Volunteer Group also offers social activities, community classes, events and health and wellbeing services.

Local communities know what their neighbourhood needs better than we do. Volunteers involved in running community managed libraries are already making a huge difference to issues important to local people.



Werrington Breast Babies' meet at Werrington Community Library and Wellbeing Centre

We are proposing to increase the number of Community Managed and Delivered Libraries – to revitalise them and reduce the number of libraries that are fully funded by the county council.

Through the consultation we will explore transferring the day to day management of the four least busy county council Managed and Delivered Libraries to the community to become Community Managed and Delivered Libraries.

Based on an analysis of visits, issues, active borrowers, library membership and computer reservations, these libraries are **Clayton, Cheadle, Eccleshall and Penkridge.**

Through the consultation we want to explore the appetite for a Community Managed Library in these communities and identify if there are interested local groups who may want to get involved.

Proposal 4: Reshaping the Mobile and Travelling Library Service

With fewer people using mobile and travelling libraries in Staffordshire, the service was reshaped in 2016 to focus resources on where the service would be needed most.

However:

- It costs £277,593 per year to run - just 39,018 people visited a mobile or travelling library last year.
- It costs approximately £6.50 every time someone visits, compared to approximately £2.26 to visit a static (building based) library.



We need to reshape the Mobile and Travelling Library Service again to ensure that it is better value for money for the council tax payer whilst serving the rural or isolated communities that both need and make most use of it.

Our proposed changes to the Mobile and Travelling Library Service are based on:

- The existing level of use of each vehicle at each stop
- Distance from a static library of each stop
- The range of services that are available locally
- A set of principles that are designed to maximise access to the service across the county

We want to hear what communities, individuals, stakeholders and the Mobile & Travelling Library Service staff think about our proposed principles as part of this consultation. This will help to inform the final proposal and future route planning.



Our proposed principles:

1. Mobile and Travelling Library stops will take account of the location of static libraries to ensure that duplication of service is not taking place. It is proposed that Mobile and Travelling Libraries will generally visit locations that are more than two miles away from a static library. However, we will take into account any exceptions that are highlighted through the consultation when developing our final proposals. These include:
 - a. The needs of areas of deprivation
 - b. The needs of hard-to-reach groups
 - c. How connected communities are in terms of access to transport to reach static libraries and accessibility to online services and information through Internet access
2. Where a mobile or travelling library stop has not received an average of 5 visitors per visit during the last two years, the stop will be discontinued.
3. Each community identified as needing a Mobile or Travelling Library Service through this review will receive one mobile or travelling library visit at least once every 4 weeks. This will maximise access to the service across the county.
4. Each community identified as needing a Mobile or Travelling Library Service through this review will receive a stop of at least 15 minutes. How long each stop is will depend on the level of use at each stop.
5. Continuation of service to those in greatest need is a priority. We will carefully consider different ways to continue serving the vulnerable, the elderly and other protected groups if the final proposals recommend a change to the service in their community.
6. All routes and stops will be reviewed on an annual basis, with any changes based on the above principles.

What we are proposing

It is proposed that the above principles are used to inform which stops the service will continue to make.

The Travelling Library is a larger vehicle and is unable to access many isolated or rural communities. It is also proposed therefore that the Travelling Library is withdrawn and the two smaller mobile libraries continue to provide the service.

Proposal 4 continued:

Using these principles it is proposed that the mobile libraries visit the following stops:

COMMUNITY	LOCATION	POST CODE
Abbots Bromley	Bagot Arms	WS15 3BD
Acton Trussell	Lees Lane	ST17 ORJ
Alrewas	Post Office Road	DE13 7BS
Alstonefield	The Green	DE6 2FR
Alton	Church	ST10 4AQ
Amington East	Florendine Street	B77 3DD
Anslow	Village Hall	DE13 9QE
Armitage	Village Hall / Lower Lodge Mobile Park	WS15 4UZ / WS15 4BF
Baldwin's Gate	Village Hall	ST5 5HX
Barlaston	Plume of Feathers / Village Hall	ST20 9DH / ST19 9AA
Biddulph Moor	Rose and Crown	ST8 7LR
Bradley	Village Hall	ST18 9DY
Bishops Wood	White Oak Drive	ST19 9AH
Branston	Clays Lane Pavillion	DE14 3HT
Branston	Blacksmiths Arms	DE14 3EY
Brocton	Village Green	ST17 OTR
Brown Edge	Post Office	ST6 8QB
Blymhill	School Lane	TF11 8LL
Burton	Little Lambs Nursery	DE14 3LG
Burton	Casey Lane	DE14 2JQ
Burton	Masefield Crescent	DE14 2SG
Burton (Waterside)	Rosliston Road	DE15 9RF
Canwell	Nursery School	B75 5SD
Clifton Campville	Green Man	B79 OAX
Cotton	School	ST10 3DN
Colwich	Wolseley Close	ST17 OXG
Consall	Village	ST9 OAE
Coven	Ball Lane	WV10 7HA
Coven	Memorial Lane	WV9 5DW
Church Eaton	Postbox / Noticeboard	ST20 OAG
Checkley	School and Playgroup	ST10 4NB
Cheddleton	Grange Road	ST13 7JA
Chesterton	St. Chad's Primary	ST5 7AB
Drayton Bassett	Church	B78 3UJ
Draycott in the Clay	Pipehayes Lane	DE6 5BY
Draycott in the Clay	Woodlands Drive	DE6 5LE
Denstone	Village Hall	ST14 5HR
Derrington	St Matthews Church	ST18 9LY
Dillhorne	School Close	ST10 2QB
Edingale	Edingale School	B79 9JJ
Endon	The Old Village (by the well)	ST9 9EX
Endon	Methodist Church	ST9 9DR
Essington	Hill Street	WV11 2BS
Elford	Village Hall	B79 9DA
Enville	The Cat	DY7 5HA
Featherstone	Featherstone Children's Centre	WV10 7AU
Fradley Junction	Animal Crackers	DE13 7DW

Fulford	Village Hall	ST11 9QT
Great Haywood	Anson School (Clifford Arms)	ST18 0SR
Grindon	Village Hall	ST13 7TP
Hanbury	Post Office	DE13 8TE
Handsacre	Tuppenhurst Lane	WS15 4EH
Haughton	Village Hall	ST18 9EZ
Hill Ridware	Henry Chadwick Community School	WS15 3QN
Hixon	Village Hall	ST18 0PU
Hoar Cross	Hoar Cross Nursery	DE13 8RB
Hollinsclough	School	SK17 0RH
Hopwas	Lay by	B78 3AE
Kingstone	The Church	ST14 8PZ
Kings Bromley	Richard Crosse School	DE13 7JS
Ilam	The School	DE6 2AZ
Ipstones	Memorial Hall	ST10 2JY
Lapley	Vaughan Arms	ST19 9JU
Little Haywood	Red Lion	ST18 0TS
Longdon	Post Office	WS15 4PB
Longnor	The Square	SK17 0NS
Madeley	Morningside / Madeley Centre	CW3 9NH / CW3 9DN
Mayfield	Mayfield Avenue	DE6 2JB
Marchington	Village Hall	ST14 8LF
Mile Oak	George Avenue	B78 3PW
Milwich	Village Hall	ST18 0BQ
Moreton	The Bungalows	TF10 9DR
Norbury	Village	ST20 0PD
Oakamoor	The Square	ST10 3AE
Pattingham	Village Hall	WV6 7BQ
Rocester	Village Hall	ST14 5JU
Rolleston	Club	DE13 9DN
Rushton	Rushton Primary School	SK11 0SG
Salt	Hollybush	ST18 0BU
Sandon	Mumbles Nursery	ST18 0DJ
Shareshill	St Mary's Close	WV10 7LB
Standon	All Saints First School	ST21 6RN
Stonnall	Main Street (Lay-by)	WS9 9DX
Stowe	The Church	ST18 0LG
Stretton	St Mary's Church Hall	DE13 0HD
Swinfen	Prison Houses	WS14 9QT
Tutbury	Duke Street Car Park	DE13 9NE
Upper Tean	White Hart	ST10 4EG
Weston	Woolpack	ST18 0FR
Woodseaves	Police House	ST20 0LF
Weston under Lizard	Rectory Drive	TF11 8LB
Wheaton Aston	Church	ST19 9NP
Whittington	Village Hall	WS14 9LR
Whittington Barracks	Munchkins Nursery	WS14 9TF
Wolstanton	Working Men's Club/ Bradwell Methodist Church	ST5 0HE/ST5 8JS
Yoxall	Ferrers Road	DE13 8PS
Yoxall	Golden Cup	DE13 8NQ

Do you have any other ideas?

As well as consulting on self-service hours, volunteer supported libraries, more Community Managed Libraries and a more focused Mobile and Travelling Library Service, we welcome people's ideas of other ways to transform the Library Service within the budget available.

Please tell us what you think about our initial ideas and any ideas that you have through this consultation.

Frequently Asked Questions

What is happening?

The Library Service needs to continue to change if it is to remain at the heart of communities and operate within a reduced budget. Library use continues to fall as more people go online to read and access information while pressures on budgets have never been greater. Proposals about self-service hours, changes to the Mobile and Travelling Library Service and more Community Managed Libraries are being put forward as part of this consultation for people to consider.

The proposals don't represent sweeping changes to the library service, but are suggestions so that libraries remain sustainable and relevant to people's lives into the future.

Why is it happening?

Library use continues to fall as more people go online to read and get information. Pressures on budgets have never been greater – the county council will receive no central government funding by 2020/21. At the same time, demand for services such as adult social care continues to increase.

However, we remain committed to keeping our libraries open and flexible and through this consultation we want to discuss different ways to do that.

What are you proposing?

- To explore 'self-service' hours – where libraries would be staffed for a core period of time during the day, and registered users could access the building during certain period outside those hours (no library would be completely self-service). This proposal does not apply to Community Managed Libraries.
- To increase the number of Community Managed Libraries – to reduce the number of libraries that are fully funded by the county council and revitalise those that are the least 'busy'.
- To increase the number of volunteers in county council run libraries to work alongside paid Staffordshire County Council staff.
- To reduce the number of stops the Mobile and Travelling Library Service makes so that it can continue to serve rural and isolated communities.

Do any of these proposals affect libraries that are Community Managed and Delivered?

No. These proposals are only about the 20 county council Managed and Delivered Libraries and the Mobile and Travelling Library Service.

Are there any other options?

We welcome people's thoughts about possible alternatives through the consultation.

The 'community managed library' model is working in Staffordshire. By transferring the four least busy county council managed libraries to community management, the council can save money and the community can access a more revitalised and more exciting library offer.

We believe that these are the best options that will keep libraries in Staffordshire open, flexible to people's needs and at the heart of communities.

However, we welcome people's ideas regarding alternative ways to deliver the library service within the budget available. The consultation gives the opportunity to share comments and suggestions and all alternatives will be considered.

Why have Clayton, Cheadle, Eccleshall and Penkrigde been proposed to be Community Managed Libraries?

Based on an analysis of visits, issues, active borrowers, library membership and computer reservations, these libraries are the least 'busy' county council managed libraries.

What should I do if I am interested in finding out more about what running a Community Library involves?

Go to www.staffordshire.gov.uk/connectedlibraries to find out more and get in touch.

What is going to happen to staff in my library?

It is too early to comment upon staffing arrangements for the library service. However while the service may not require as many paid members of staff in the future, we are committed to retaining a library staff who provide support, advice and training to volunteers and Community Managed Libraries.

Can't you find savings elsewhere, like in management?

Libraries have already undergone a significant programme of change which has delivered £1.675m of savings in the last 4 years. This included changes to management structures and reductions to back office support. To work within the available budget we need to make further changes so that our libraries are affordable.



Consultation events

You can have your say at one of our drop-in events. There is a consultation event at every county council Managed Library.

It is a great opportunity for you to meet with a member of staff and talk through the proposals. There is no need to book.

DATE & TIME	LIBRARY & ADDRESS	TIME
Tuesday 16 January 2018	Penkridge	3-6pm
Monday 22 January 2018	Uttoxeter	3-6pm
Tuesday 23 January 2018	Cannock	7-9pm
Thursday 25 January 2018	Lichfield	3-6pm
Monday 29 January 2018	Wombourne	3-6pm
Tuesday 30 January 2018	Stone	3-6pm
Monday 5 February 2018	Clayton	3-6pm
Tuesday 6 February 2018	Biddulph	3-6pm
Wednesday 7 February 2018	Stafford	7-9pm
Thursday 8 February 2018	Rugeley	3-6pm
Tuesday 13 February 2018	Kidsgrove	3-6pm
Thursday 15 February 2018	Codsall	3-6pm
Tuesday 20 February 2018	Tamworth	3-6pm
Thursday 22 February 2018	Burton	7-9pm
Monday 26 February 2018	Cheadle	3-6pm
Tuesday 27 February 2018	Burntwood	3-6pm
Wednesday 28 February 2018	Leek	7-9pm
Tuesday 6 March 2018	Eccleshall	3-6pm
Tuesday 13 March 2018	Community Managed Library Workshop, Staffordshire Place 1, Stafford	6.30-8.30pm
Tuesday 20 March 2018	Newcastle	7-9pm
Thursday 22 March 2018	Perton	7-9pm

Consultation events at Mobile and Travelling Libraries

There are also drop-in sessions available at the following mobile and travelling library stops:

DATE & TIME	LIBRARY & ADDRESS	TIME
Thursday 18th January 2018	Mobile Library: Standon - All Saints School	10.15-11.30am
Wednesday 24th January 2018	Mobile Library: Cheddleton - Grange Road	11.15-1.15pm
Thursday 1st February 2018	Travelling Library: Rolleston Club	10-12 noon
Friday 9th February 2018	Mobile Library: Branston - Blacksmith's Arms	1.30-3.30pm
Wednesday 14th February 2018	Mobile Library: Abbots Bromley - Bagot Arms	3.15-4.45pm
Monday 19th February 2018	Mobile Library: Great Haywood - Clifford Arms	2.30-4.30pm
Tuesday 27th February	Mobile Library: Featherstone - Children's Centre	10.30-12 noon
Thursday 8th March 2018	Travelling Library - Wolstanton - Working Men's Club	10-12 noon
Friday 9th March 2018	Travelling Library: Alrewas	10-12 noon
Thursday 15th March 2018	Mobile Library: Brown Edge - Post Office	9.45-11.15am

Reshaping Libraries Consultation 2018

Please have your say on the future shape of the Library Service in Staffordshire and tell us how the proposed changes may affect you. Please read the supporting information before completing the survey. The survey should take about 15-20 minutes to complete. We would like to thank you in advance for your time.

Please return your completed paper survey by **Sunday 1st April 2018** to:
Libraries Consultation, Libraries and Arts Service, Staffordshire County Council,
Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH. You can also hand in your survey to any library.

Q1 What is your home postcode (This will help with our analysis and will not be used to identify your house).

In what capacity are you responding to this consultation?

Q2 I am responding to this consultation because... (Please select all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> I am a resident not currently using the library service | <input type="checkbox"/> I am a member of library staff | <input type="checkbox"/> I represent a school |
| <input type="checkbox"/> I am a resident using the library service | <input type="checkbox"/> I am an employee of Staffordshire County Council | <input type="checkbox"/> I am a parish/town councillor |
| <input type="checkbox"/> I am a static library (building based) user | <input type="checkbox"/> I am a library volunteer | <input type="checkbox"/> I represent a district council/other public sector organisation |
| <input type="checkbox"/> I am a Mobile/Travelling library user | <input type="checkbox"/> I represent a community group | <input type="checkbox"/> I am a district/borough councillor |
| <input type="checkbox"/> I am answering on behalf of a Mobile/Travelling Library user | <input type="checkbox"/> I represent a voluntary organisation | <input type="checkbox"/> I am an MP |
| | <input type="checkbox"/> I represent/own a local business | <input type="checkbox"/> I am a county councillor |
| | | <input type="checkbox"/> Other (please state below) |

If you indicated a councillor or MP, please state your name:

If you indicated a business, community/voluntary organisation or other, please state the name and provide your contact details:

Your Library Service

Q3 Which of the following libraries, if any, do you use most often? (Please select up to THREE)

- | | | | |
|--|---------------------------------------|---------------------------------------|--|
| <input type="checkbox"/> Never used | <input type="checkbox"/> Cheslyn Hay | <input type="checkbox"/> Knutton | <input type="checkbox"/> Stafford |
| <input type="checkbox"/> Audley | <input type="checkbox"/> Clayton | <input type="checkbox"/> Leek | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Barton-under-Needwood | <input type="checkbox"/> Codsall | <input type="checkbox"/> Lichfield | <input type="checkbox"/> Talke |
| <input type="checkbox"/> Baswich | <input type="checkbox"/> Eccleshall | <input type="checkbox"/> Loggerheads | <input type="checkbox"/> Tamworth |
| <input type="checkbox"/> Biddulph | <input type="checkbox"/> Glascote | <input type="checkbox"/> Newcastle | <input type="checkbox"/> Uttoxeter |
| <input type="checkbox"/> Blythe Bridge | <input type="checkbox"/> Gnosall | <input type="checkbox"/> Norton Canes | <input type="checkbox"/> Werrington |
| <input type="checkbox"/> Brereton | <input type="checkbox"/> Great Wyrley | <input type="checkbox"/> Penkridge | <input type="checkbox"/> Wilnecote |
| <input type="checkbox"/> Brewood | <input type="checkbox"/> Heath Hayes | <input type="checkbox"/> Perton | <input type="checkbox"/> Wombourne |
| <input type="checkbox"/> Burntwood | <input type="checkbox"/> Hednesford | <input type="checkbox"/> Rising Brook | <input type="checkbox"/> Mobile and Travelling library |
| <input type="checkbox"/> Burton | <input type="checkbox"/> Holmcroft | <input type="checkbox"/> Rugeley | <input type="checkbox"/> A library not listed here |
| <input type="checkbox"/> Cannock | <input type="checkbox"/> Kidsgrove | <input type="checkbox"/> Shenstone | |
| <input type="checkbox"/> Cheadle | <input type="checkbox"/> Kinver | <input type="checkbox"/> Silverdale | |

If you selected a 'library not listed here' please write in the library name below:

Q4 How often do you visit a public library in Staffordshire? (Please select ONE only)

- | | |
|---|---|
| <input type="radio"/> Several times a week | <input type="radio"/> About once a year |
| <input type="radio"/> At least once a week | <input type="radio"/> Less than once a year |
| <input type="radio"/> At least once a month | <input type="radio"/> N/A - Never used |
| <input type="radio"/> About once every few months | |

Q5 If you have not used a Staffordshire public library in the last 12 months, please tell us why and what would encourage you to use them more often?

The future Staffordshire's Library Service

Staffordshire library service is very important to us. However, the way people are using it is changing all the time and we must change to be able to provide a flexible service which meets the current and future needs of our residents.

We are considering a greater use of technology to extend opening hours, increasing the number of Community Managed Libraries, encouraging volunteers to support a community focussed service and remodelling the Mobile and Travelling Library Service to ensure that we have a sustainable library service for the future.

Our Self-Service Libraries Proposals

Under this idea, county council Managed and Delivered Libraries would be staffed for core periods but after a short induction session, members of the library could also access the building outside of these hours. This would mean that the library would be accessible for longer. During the hours when the library is accessible but not staffed, you would still be able to access your library in safety and comfort.

Q6 We are exploring the introduction of self-service at the following Staffordshire County Council Managed Libraries. Please indicate if you would be interested in using self-service facilities at any of the below libraries (Please select up to TWO)

- | | | |
|------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> Biddulph | <input type="checkbox"/> Eccleshall | <input type="checkbox"/> Rugeley |
| <input type="checkbox"/> Burntwood | <input type="checkbox"/> Kidsgrove | <input type="checkbox"/> Stafford |
| <input type="checkbox"/> Burton | <input type="checkbox"/> Leek | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Cannock | <input type="checkbox"/> Lichfield | <input type="checkbox"/> Tamworth |
| <input type="checkbox"/> Cheadle | <input type="checkbox"/> Newcastle | <input type="checkbox"/> Uttoxeter |
| <input type="checkbox"/> Clayton | <input type="checkbox"/> Penkridge | <input type="checkbox"/> Wombourne |
| <input type="checkbox"/> Codsall | <input type="checkbox"/> Perton | <input type="checkbox"/> N/A - don't use any of these libraries - please go to Q10 |

Q7 When would you want to use self-service? (Please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Before 9am on weekdays | <input type="checkbox"/> 7pm to 9pm weekdays |
| <input type="checkbox"/> 9am to 12 noon on weekdays | <input type="checkbox"/> 9am to 1pm Saturday mornings |
| <input type="checkbox"/> 12 noon to 2pm on weekdays | <input type="checkbox"/> 1pm to 5pm Saturday afternoons |
| <input type="checkbox"/> 2pm to 5pm on weekdays | <input type="checkbox"/> 9am to 1pm Sunday mornings |
| <input type="checkbox"/> 5pm to 7pm on weekdays | <input type="checkbox"/> 1pm to 5pm Sunday afternoons |

Q8 Please tell us how our self-service proposal would affect you? (Please select ONE only)

- It would make it easier for me to use the service
 It would make little or no difference to me
 It would make it more difficult for me to use the service

Q9 If you would be impacted by our proposal for self-service, please explain how in the space provided below. Please also explain what we could do to reduce the impact upon you.

Q10 Overall, to what extent do you agree or disagree with our approach to introducing 'self-service' in county council Managed and Delivered Libraries? (Please select ONE only)

- | | |
|--|---|
| <input type="radio"/> Strongly agree | <input type="radio"/> Disagree |
| <input type="radio"/> Agree | <input type="radio"/> Strongly disagree |
| <input type="radio"/> Neither agree nor disagree | <input type="radio"/> Don't know |

Community Managed Libraries Proposals

During our transformation which began in 2014 we wanted to ensure that libraries did not just 'survive', but flourished, and made an even greater difference within local communities. Our vision is to work with organisations to develop a thriving and exciting library offer. Our ambition has been to develop a sustainable library offer where all libraries remain part of the county council's statutory service and the community is encouraged to become more involved in co-producing services that are relevant to local need.

To ensure that communities are confident and equipped to take on the management of their local library, the county council developed a strong package of support. Staffordshire County Council continues to maintain all library buildings and pays agreed running costs including cleaning and grounds maintenance. Also provided is the book stock, support with the recruitment and training of volunteers, access to the library management system, online subscriptions, public internet access and WiFi.

By April 2018 Staffordshire County Council will have 23 libraries that have successfully transferred to community management. As part of the consultation we want to explore the potential to transfer more libraries to community management.

Q11 To what extent do you agree or disagree that the following libraries could be community managed? (Please select ONE per ROW)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Clayton	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cheadle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eccleshall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Penkridge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 Please tell us how our proposals for one or more of the above four libraries may affect you or your family. Please also tell us what we could do to reduce the impact upon you.

Mobile and Travelling Library Service

Staffordshire County Council currently provides a Mobile and Travelling Library Service which delivers a library service to 151 communities. To ensure that the Mobile & Travelling Library Service can continue to deliver a library service to rural or isolated communities we are asking communities, individuals, stakeholders and the Mobile & Travelling Library Service staff to share their views on our principles to inform future route planning and proposed routes.

Q13 Have you used a Mobile or Travelling Library in the last 12 months? (Please select ONE only)

- Yes
 No, please go to Q17

Q14 Which Mobile or Travelling Library stop do you most use?

Town/Village name

Stop name/Street

Q15 How often do you visit this stop? (Please select ONE only)

- Once every 2-3 weeks Once every 6 months
 Once every 4-6 weeks Less often
 Once every 3 months

Q16 If you use a Mobile or Travelling Library, is this for..? (Please select all that apply)

- Yourself Neighbour
 Another adult in your household Someone else
 Children in your household

If someone else, please specify

Q17 Please tell us to what extent you agree or disagree with the principles that have been used to review our Mobile and Travelling Library Service.

The Mobile and Travelling Library Service should... (Please select ONE per row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
...be outside a two mile radius from a static library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...have a minimum of five visitors at each community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...visit each stop at least once every four weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...base its stop time on use with a minimum of 15 minutes per stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...be continued for those in greatest need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...review all its routes and stops on an annual basis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Please tell us how the proposed changes to the Mobile and Travelling Library service would impact on your ability to use the service? (Please select ONE only)

- It would make it easier for me to use the service
 It would make little or no difference to me
 It would make it more difficult for me to use the service

Q19 Please tell us what impact, if any, the proposals for the Mobile or Travelling Library Service would have on how you use Staffordshire Library services in the future? (please select all that apply)

- I would continue to use the Mobile Library Service
 I would use my nearest static library
 I would be housebound and would request a home delivery visit
 I would borrow e-books and/or e-audio books from the library online
 I would stop using the library service altogether

Q20 If you would be impacted in any other ways, please explain how in the space provided below. Please also tell us what we could do to reduce the impact upon you.

Q21 If you are housebound and would like a home delivery visit, please write in your contact details below:

Your name:

Your telephone number:

Your email address:

Your postal address:

Individuals/Organisations/Groups interested in volunteering and/or supporting Community Managed Libraries

We have over 784 volunteers who support the Library Service across Staffordshire. Our volunteers play a vital role in supporting the staff at the 20 County Council Managed Libraries and at 23 Community Managed Libraries, our volunteers manage and deliver the library service directly. To continue to encourage the use of libraries as places where people can feel connected, we will explore as part of this consultation if there is potential for more people to volunteer to deliver the library offer alongside paid staff at the County Council Managed Libraries.

Q22 If you are interested in volunteering to support your local library, which library might you support? (Please select all that apply)

- | | | | |
|------------------------------------|-------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Biddulph | <input type="checkbox"/> Clayton | <input type="checkbox"/> Lichfield | <input type="checkbox"/> Stafford |
| <input type="checkbox"/> Burntwood | <input type="checkbox"/> Codsall | <input type="checkbox"/> Newcastle | <input type="checkbox"/> Stone |
| <input type="checkbox"/> Burton | <input type="checkbox"/> Eccleshall | <input type="checkbox"/> Penkridge | <input type="checkbox"/> Tamworth |
| <input type="checkbox"/> Cannock | <input type="checkbox"/> Kidsgrove | <input type="checkbox"/> Perton | <input type="checkbox"/> Uttoxeter |
| <input type="checkbox"/> Cheadle | <input type="checkbox"/> Leek | <input type="checkbox"/> Rugeley | <input type="checkbox"/> Wombourne |

Other library: (Please specify)

Q23 If you are interested in volunteering, on average how many hours each week would you be willing to volunteer? (Please select ONE only)

- Less than 2 hours 6-10 hours
 2-4 hours More than 10 hours
 4-6 hours Don't know

Q24 If you represent an organisation/group interested in supporting Community Managed Libraries in the future, to what extent might you want to be involved in helping to run a local community library in your area? (Please select ONE only)

- A great deal
 To some extent
 Not at all
 N/A - I am not an organisation/group interested in supporting Community Managed Libraries

Q25 Do any of the following statements apply to you/your organisation or group? (Please select all that apply)

- We currently share space in a library building
- We are interested in having a library service occupy space in our premises
- We are interested in moving our business/service/group into an existing library building
- We have a building that could be available to host a community led library
- We are interested in setting up a community organisation to manage a community managed library
- N/A/These don't apply to me
- Other

If 'other', please state

Q26 If you would like us to contact you about volunteering opportunities or if you would like to register your interest to support community managed libraries please email your details to volunteerlibrary@staffordshire.gov.uk or leave your contact details here:

Your name:

Your telephone number:

Your email address:

Your address:

Suggestions/ideas

Q27 Do you have any suggestions for running a better, more efficient library service that we could consider?

About you

Giving the following information is optional, but it will help the county council to use the information you have provided more effectively.

Any personal information which you choose to share will only be used for research purposes by Staffordshire County Council. It will not be used for any other purposes and will not be passed onto any other organisations. Your information will be treated in confidence in line with the Data Protection Act 1998 and also the General Data Protection Regulation from 25th May 2018.

Q28 Are you...? Male Female

Q29 How old are you? Under 16 16-19 20-34 35-44 45-59 60-74 75+

Q30 I would describe myself as...

- White (British, Irish, Other)
- Mixed/Multiple Ethnic Group
- Asian/Asian British
- Black/African/Caribbean/Black British
- Other ethnic group

Please specify if other ethnic group:

Q31 Do you consider yourself to have a disability?

- Yes
- No

Q32 If you consider yourself to have a disability, which of the below do you consider yourself to have...? (Please select all that apply)

- Social/communications impairment, such as Asperger's or autism
- Deaf or hearing impairment
- Blind or serious visual impairment
- Long-standing illness or health condition, e.g. leukaemia or epilepsy
- Mental health condition, e.g. depression, anxiety or schizophrenia
- Learning difficulty, such as dyslexia
- Physical impairment or mobility issue
- Other

Other, please tell us:

Q33 Do you look after someone in your family who has an illness or a disability?

- Yes
- No

Q34 Do you have regular access to a car?

- Yes
- No

Q35 Do you have regular access to public transport which could get you to a static library?

- Yes
- No

Q36 Do you have access to the internet, from home?

- Yes
- No

Q37 If you would like to be kept informed about the consultation, please provide your email address below. If you do not have access to email please provide your postal address.

Email/postal address:

- Thank you very much for taking the time to complete this survey.
- Please return your completed paper survey by **1st April 2018** to: Libraries Consultation, Libraries and Arts Service, Staffordshire County Council, Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH.
- You can also hand in your survey at any library.

Our proposals for the future of libraries

Everyone is being urged to have their say in this consultation about reshaping County Council Managed and Delivered Libraries.

How can I have my say?

You can take part in the consultation by midnight on the 1st April by either:

- Completing the online survey at www.staffordshire.gov.uk/connectedlibraries filling the survey in online helps us to reduce costs.
- Completing this paper copy and returning it to Libraries Consultation, Libraries and Arts Service, Staffordshire County Council, Staffordshire Place 1, Tipping Street, Stafford, ST16 2DH or to any Staffordshire library.
- Attending a consultation event to tell a member of staff what you think.
- Emailing your comments to connectedlibraries@staffordshire.gov.uk

